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Transit and Parking Department Annual Report

Transit and Parking

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2009

## Transit and Parking Department Annual Report, 2009

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# **Transit and Parking Department**

## **Annual Report**



**FY09**

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## **I. Mission and Vision Statements:**

### **Mission**

The Transit and Parking Department is committed to providing safe, reliable, and convenient transit, paratransit and parking services for the university community and the general public. Through communication, initiative and integrity the women and men of this department are dedicated to providing quality services and support for an environment conducive to excellence and to developing employee commitment and satisfaction.

### **Vision**

Transit and Parking is a best in class provider of transit and parking services to the campus community in support of the university and its mission.

## **II. Accomplishments**

### **FY09 First Quarter**

(July, August, September)

#### **Customer Satisfaction:**

Transit – Implemented a quality assurance plan by hiring two students under the Work Study program, trained them in proper bus operations and federal requirements, and now have them riding the buses and reporting on their observations of proper service standards.

Transit – Produced and distributed 10,000 new transit route maps with all the routes, both full and reduced service, on one map.

Transit – Produced time tables for all routes and distributed them to the public. This is the first time table ever produced by Razorback Transit. The time tables list each time the bus will be at the stop throughout the day.

Transit – Converted football shuttle to Silver and Gold routes to allow continued service to the public after changes in Federal Transit Administration charter rules.

Parking – Added two new exit lanes and changed combination entrance/exit to a two lane entrance on level 6 of the Harmon Avenue Garage. This allows quicker entry and exit for customers and allows for continuing exit from the sixth level when one exit lane is blocked. Added six CCTV cameras to monitor these new lanes and the revenue control equipment.

Parking – Upgraded the Harmon Avenue Garage pay stations to accept the new \$5 bill.

Parking – Negotiated special parking arrangements with the University Baptist Church to allow the occupants of the West Avenue Annex to park in the church lot without charge while the West Avenue Annex lot, #53, is being reconstructed.

#### **Diversity:**

Parking – Hired an African-American female as a Cashier II.

Parking – Revised and published the Accessible Parking and Transportation brochure.

#### **Employee Commitment and Satisfaction:**

No items for this quarter.

#### **Faster/Better/Cheaper:**

No Items for this quarter.

#### **Raving Fans:**

Transit – Implemented the Razorbike loaner bike program with seven bikes donated by Regions Bank. Additional bicycle donations were received increasing the number of Razorbikes to 21. All three local television stations covered the press conference held to announce the Razorbikes program.

Parking - Installed scooter parking areas in 21 locations on campus. Developed and distributed Scooter Parking brochures explaining the new scooter parking regulations and describing the 21 scooter parking locations.

Parking – Implemented the Testing Services parking plan in lot 40, north of Hotz Hall. Testing Services is very happy with this arrangement.

**FY09 First Quarter Continued**  
(July, August, September)

**Responsibility Centered Management:**

Transit – Completed a Federal Transit Administration Triennial Review and received passing grade. This review was the culmination of three months of preparation.

Transit – Worked with Mullikin Agency to refine exterior advertising to allow for small "sponsorship" ad signs that will more than double our advertising revenue for the first year and not jeopardize the Razorback "brand." These are the first exterior ads on Razorback Transit buses.

Transit – The full printing cost of the new transit map was paid by map advertising revenue.

Parking – Completed summer parking lot maintenance with repairs to lots 32, 44, 72 and reconstruction of lot 67 adding 124 parking spaces.

Parking – Raised the railing on 9th floor of the Harmon Avenue Garage to 5' 10" to make the top level of the garage safer.

Parking – Installed a curtain wall on the ninth floor of the Harmon Avenue Garage to prevent rain from blowing in to the elevator lobby and causing damage to the west elevators.

Parking – Installed vestibules on all levels of the Harmon Avenue Garage northeast elevator tower to prevent rain blowing into the elevator shaft and damaging the elevator.

Parking – The pay stations and ExpressParcs at the Harmon Avenue Garage were upgraded and are now CISP compliant.

**Sustainability:**

Transit – A solar powered light was installed at the lot 44 shelter for additional on campus security for night time passengers and as a sustainability pilot project.

Parking – Replaced 66 metal halide light fixtures in the Harmon Avenue Parking Garage stairwells with compact fluorescent and six metal halide fixtures in an elevator lobby with more efficient fluorescent fixtures.

**FY09 Second Quarter**  
(October, November, December)

**Customer Satisfaction:**

Transit – Inspected and took delivery of two new low floor buses purchased with federal grant obtained from the Arkansas State Highway and Transportation Department. Buses are low emission vehicles, capable of using biodiesel.

Parking – Expanded scooter parking in lot 7, west of the Alternative Pest Control Greenhouses on Maple Street, and on Buchanan Street, east of the Reynolds Center. Both sites had been fully utilized and sometimes had too many scooters.

Parking – Re-activated My Parking Account, after software replaced, allowing customers to purchase parking permits and pay and appeal citations on the Internet.

Parking – Lot 53 (WAAX) was reconstructed, adding seven parking spaces and making the lot more usable. The lot now requires meter payment after 5 p.m. weekdays and all day on Saturdays and Sundays.

Parking – A web page was added to the parking website to provide parking information for buildings frequented by visitors. The URL is <http://parking.uark.edu/324.htm> This site displays a picture of the buildings frequented by visitors and list parking options for each building.

## **FY09 Second Quarter Continued**

(October, November, December)

### **Diversity:**

No items for this quarter.

### **Employee Commitment and Satisfaction:**

Parking – In conjunction with Facilities Management, developed a parking plan for FAMA service vehicles to improve their access to buildings without impeding traffic and parking.

### **Faster/Better/Cheaper:**

Department – Transitioned the Safe Ride program to Parking to operate out of Harmon Avenue Garage to remove the program from the federal project and allow it to continue seamlessly. Also increased efficiency by dispatching vehicles from a location closer to a majority of the pick-up points.

### **Raving Fans:**

Parking – Broke ground on Garland Avenue Garage. The facility is scheduled to be completed in August 2010 with 1500 parking spaces.

Parking – Sent letters to Towing Plus and Terry's Towing requesting they contact Parking if any UA permitted vehicles were towed from around campus so we can notify the owner that their vehicle has been towed.

Parking – Implemented Razorbucks acceptance at the Harmon Avenue Garage. Customers who have money deposited on their Razorbucks card can use it to pay for hourly parking in the garage.

Parking – Expanded lot 36 to accommodate reserved and faculty/staff permit holders displaced from lot 76 due to Garland Avenue Garage construction. This expansion added 80 parking spaces.

### **Responsibility Centered Management:**

Transit – Launched sponsorship program (using existing advertising contract) to triple advertising revenue while not harming Razorback Transit brand or disturbing appearance continuity of the fleet. Verizon is the first sponsor for Razorback Transit.

Transit – Secured a contract option from San Mateo County, California to purchase two buses for 2009/2010. These vehicles will be procured with 80% federal funding and produce 95% less pollution than the current buses.

Transit – Successfully completed the first year of football route operation run as routes rather than as charters which allowed provision of bus service to the public while at the same time avoided federal sanctions for charter operation.

Parking – Meters were added on Duncan Avenue in front of the Duncan Avenue Apartments to provide loading parking for apartment residents.

Parking – Completed benchmarking of parking fines with other SEC schools.

Parking – Evaluated and prepared a report on the potential for remote freshman parking and the minimal effect it would have on improving campus parking.

### **Sustainability:**

Department – GoLoco link is now on the Transit and Parking web page. GoLoco is a ridesharing program for students and employees with a UA email account. GoLoco will keep track of the co<sup>2</sup> savings and provide a report to the campus for sustainability records.

**FY09 Third Quarter**  
(January, February, March)

**Customer Satisfaction:**

Transit – Obtained new paratransit van using 80% federal funds to replace 11 year old van.

**Diversity:**

No items for this quarter.

**Employee Commitment and Satisfaction:**

Transit – The software used to schedule paratransit trips and maintain paratransit records was upgraded to the server version to allow paratransit operators access to the database to log their trips and improve database access and accuracy.

Transit – Outstanding employees were recognized for achievement and contribution in the workplace at a pot luck lunch during Spring Break. The names of the employees were added to the plaque on display at the Bus Barn.

**Faster/Better/Cheaper:**

No items for this quarter.

**Raving Fans:**

No items for this quarter.

**Responsibility Centered Management:**

Transit – Razorback was notified it would receive \$570,000 in Federal Transit Administration (FTA) 5309 discretionary grant funds. This grant requires 20% in local matching funds. This money will be used to build a new fuel island, replace the current antiquated bus washer system and improve security aboard the buses, at the Bus Barn and Union Station.

Transit – Razorback learned it would receive \$1.26 million in stimulus money through the Federal Transit Administration 5307 Formula Grant Program. This money will be used to purchase three 40' low floor buses at a cost of \$352K each and improve the bus maintenance facility. This grant does not require local matching funds.

Transit – Hired a Shop Superintendant to oversee fleet maintenance, shop safety and improve maintenance efficiency.

Transit – The uniform contract was reviewed to eliminate possible unnecessary items and/or charges. The number of coveralls was reduced and towel insurance was eliminated. This saved \$36.00 a week in charges. This is an annual savings of \$1872.

Transit – Managers adjusted schedules to reduce overtime. Full-time schedules have been adjusted and six overtime hours a week have been eliminated. This is during the fall and spring semesters only and equal to \$ 18.53 per hour or \$111.18 per week for an annual savings of \$ 3,557.76.

Parking – The number of trash cans in the Harmon Avenue Garage was reduced by 40. This saves 40 trash bags a day for 250 days a year plus the labor to service the trash cans for a total savings of about \$4,000 a year.

Parking – The parking meter collection route was revised to allow more of the collection process to be done on foot, instead of driving a vehicle. Estimated savings will be \$1,500 annually.



**FY09 Third Quarter Continued**

(January, February, March)

**Sustainability:**

Department – Hired and trained a two person work study crew to support the Razorbike Program.

Transit – The \$570K in FTA funds will allow the upgrading of the transit fueling station for the use of biodiesel.

**FY09 Fourth Quarter**

(April, May, June)

**Customer Satisfaction:**

Transit – Revised Route 56 to serve lot 55 on Meadow Street. The employees displaced by the Nanoscience Engineering Building are being directed to park in lot 55, as one option, and ride Razorback Transit Route 56 to the southeast side of campus.

Transit - Produced a new Razorback Transit 2009-2010 school year calendar to show all dates of operation of the system for an entire year. Also, developed new schedules/timetables for several routes to integrate both full and reduced service to cut production costs and allow for year round distribution. Previously there were two different timetables, one for the fall and spring semesters and one for summer.

Transit - Installed a bus shelter at the corner of Razorback Road and Meadow Street. This shelter serves the passengers using the Pomfret Express route.

Transit – Installed a customer comment box at Union Station with comment cards for customer feedback. Cards are collected weekly.

Parking – Coordinated parking with the Athletic Department for the NCAA Track meet June 10-13.

Parking - Coordinated parking relocation for the closing of lots 16 and 70 for the construction of the Nanoscience Engineering Building and prepared a list of parking options for the employees displaced by the project. A special rate for the Underwood Garage was also negotiated, saving employees and students \$37 a month on the standard rate, for those wishing to park in the garage on a monthly basis.

Parking – Implemented a revised residence hall move out plan in coordination with Housing. Specific lots were designated for move out parking only. Move out parking information was provided on the Transit and Parking website and Housing emailed the information to all the residents and posted the information in the residence halls.

**Diversity:**

No items for this quarter.

**Employee Commitment and Satisfaction:**

Transit - Developed a PowerPoint training presentation for a new defensive driving course for bus operators.

**Faster/Better/Cheaper:**

No items for this quarter.

**Raving Fans:**

Transit – Altered routes and added bus stops on the Route 56 and the Tan route to respond to new apartment developments at Hill Place and Mountain Ranch. These apartments will be catering to students.

**FY09 Fourth Quarter Continued**

(April, May, June)

Transit - Ordered a new Safe Ride circulator bus utilizing a state procurement contract to improve on campus coverage at night. This bus was funded by the Safe Ride student fee.

Parking – Reestablished Internet permit sales for Faculty/Staff, Student and Remote permits. This service was not available last year due to the software conversion.

Parking – Implemented Reserved and Garage parking permit sales on My Parking Account. For the first time, Reserved and Garage permit holders can purchase their parking permit on the Internet and have it mailed to their home.

**Responsibility Centered Management:**

Transit - Provided GPS coordinates for all bus routes and stops to CAST for inclusion live earth web based campus map.

Transit - Designed and prepared an improved transit map to include a new City of Fayetteville inset map (with City of Fayetteville sponsorship) and improved bike and walking trails detail. Once again, the map production costs were paid from maps advertising sales revenue.

Transit - Negotiated an agreement with the Athletic Department to use their funds to procure a new charter bus to be operated by Parking. Using Athletic Department and Parking funds, two new buses were ordered for charter service use to be in operation by August of this year to fulfill the needs of the university.

**Sustainability:**

No items for this quarter.

**Customer Satisfaction:**

No items for this quarter.

### III. Time Line

Transit Events	Parking Events	Other Events
1972-79	University Police manages the parking program, Facilities Department (Physical Plant) manages shuttle bus system.	
1978	Parking permit costs were: \$100 for Reserved parking, \$20 for faculty/staff, \$10 for student (on or off campus).	
1979	July 1979 - Parking program and shuttle bus service combined to form the Transit and Parking Department. Blue, Green, Brown and Orange bus routes and paratransit van service begin in August 1979.	
1980	Buses operate for final exams. Gray and Tan bus routes established. One-millionth passenger carried on October 1. Buses operated from 7:00 a.m. – 5:30 p.m., Monday through Friday.	
1981	First use of “Park and Ride” to identify parking lots near transit bus stops.	
1982	December 1982 - Transit and Parking moves from its location at 608 Storer St. (Scott House) to its current location at the Administrative Services Building.	
1987	Total parking spaces on campus – 6,300	
	11 Full-time bus operators.	
	Transit service reduced due to budget cuts (Orange Route discontinued, other routes reduced number of buses on route and stop time for service was cut back to 5:00 p.m.	
1988	First night reserved parking lots (reserved until 7 p.m.)	
1989	First federal grant awarded for operation of Razorback Transit. Transit maintenance facility destroyed by high winds. First bus stop shelters erected.	
	First electronic parking citation system implemented.	
1990	First fixed route summer service implemented. Razorback Transit Red Route implemented. First permanent bus stop shelters (7) erected.	
	First payroll deduction program for payment of parking permits and fines. First commuter permits issued.	
1991	New Transit Maintenance Facility dedicated.	
1992	First Razorback Transit Night Service	
	First use of credit cards to pay for parking permits and fines (April 1992). A charge was implemented for Visitor and Vendor permits. First use of Arkansas Crime Information Center to identify vehicle license numbers of unknown parking violators.	
1995	Frank Scott, First Director of Transit and Parking, retires.	
1996	First year for hangtag permits.	
1997	Total parking spaces on campus – 8,658	
1998	Total parking spaces on campus – 8,897	
	UA hosts Transit Day. Ads are used inside of Transit buses. Transit student fee established, summer 1998.	
1999	Total parking spaces on campus – 8,824	
	Intermodal Transit Facility (Stadium Drive Parking Garage) dedicated with 586 parking spaces.	
2000	Total parking spaces on campus – 9,190	
2003	Total parking spaces on campus – 9,810	
	Pomfret Express route added, Spring 2003. Safe Ride started, April 2003. Saturday transit service started, August 2003.	
2004	Total parking spaces on campus – 9,224	
	Lot 56 Express Route established, March 9, 2004.	
	Forth SafeRide vehicle added, a cutaway bus.	
2005	Total parking spaces on campus – 10,127	
	Phase I of the Harmon Avenue Parking Garage opened with 511 parking spaces. The cost of construction was approximately \$23 million, with total project cost including A&E fees, Williams Street and Harmon Avenue was approximate \$29 million. The completed Harmon Avenue Parking Garage Opens August of 2005 with a total of 2,149 parking spaces.	

## Time Line Continued

<b>2006</b>	Total parking spaces on campus – 11,899
	Published first Parking Survival Guide. On campus tow storage lot implementation.
	Installed first bicycle racks on Razorback Transit buses.
	Three vans purchased with Safe Ride funds to be used for Safe Ride operations. Expanded Safe Ride program to Monday and Tuesday nights with Night Owl route from 10:30 p.m. – 12:30 a.m. Implemented uniforms for Razorback Transit drivers. Fleet size 21 buses, 6 paratransit vans, 3 SafeRide vans purchased.
<b>2007</b>	Total parking spaces on campus – 12,247
	Online parking permit sales, appeals and citation payments available via web site.
	Implemented Purple Route, August 2007.
<b>2008</b>	Total parking spaces on campus – 11,380
	Upgrade PowerPark Classic to Flex, April 2008
	Construction begins on the Garland Avenue Parking Garage (December 2008)
<b>2009</b>	Total parking spaces on campus – 12,209
	Add two cutaway buses for charter services.
	Full-time parking employees – 29, Full-time transit employees – 34, Total - 63
<b>2010</b>	Total parking spaces on campus – 11,763

#### IV. Garages

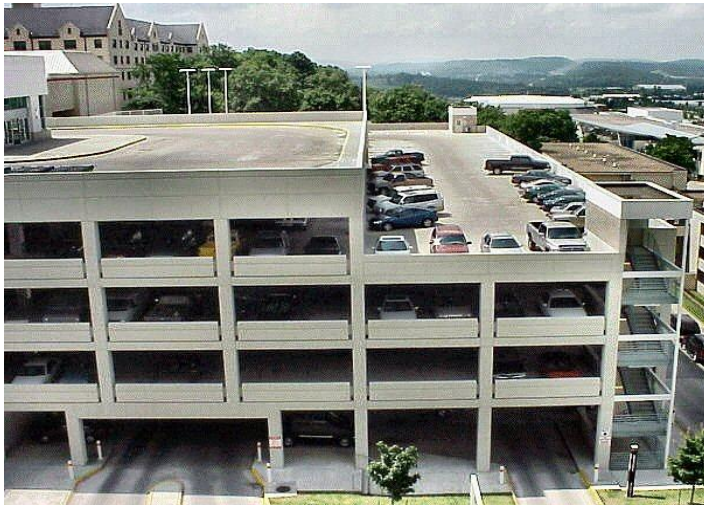
##### Stadium Drive Parking Garage



Construction – 1998



In Operation – 1999



Exterior View - 2003



Lobby - 2004



## Harmon Avenue Parking Garage



Harmon Avenue Parking Garage - Construction - 2003



Harmon Avenue Parking Garage - Construction - 2004



Exterior View- 2005



Interior View near Offices - 2005

**Garland Avenue Parking Garage**



**Garland Avenue Parking Garage - Construction - 2009**



**Garland Avenue Parking Garage - Construction - 2009**

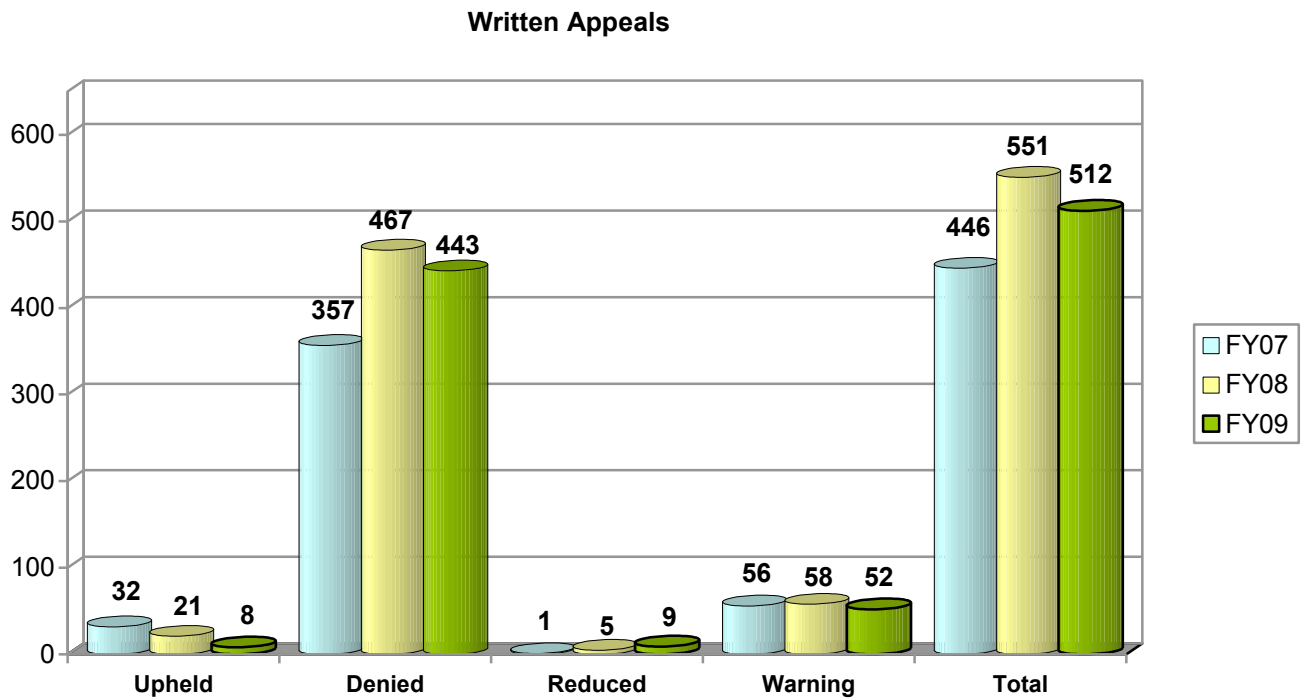
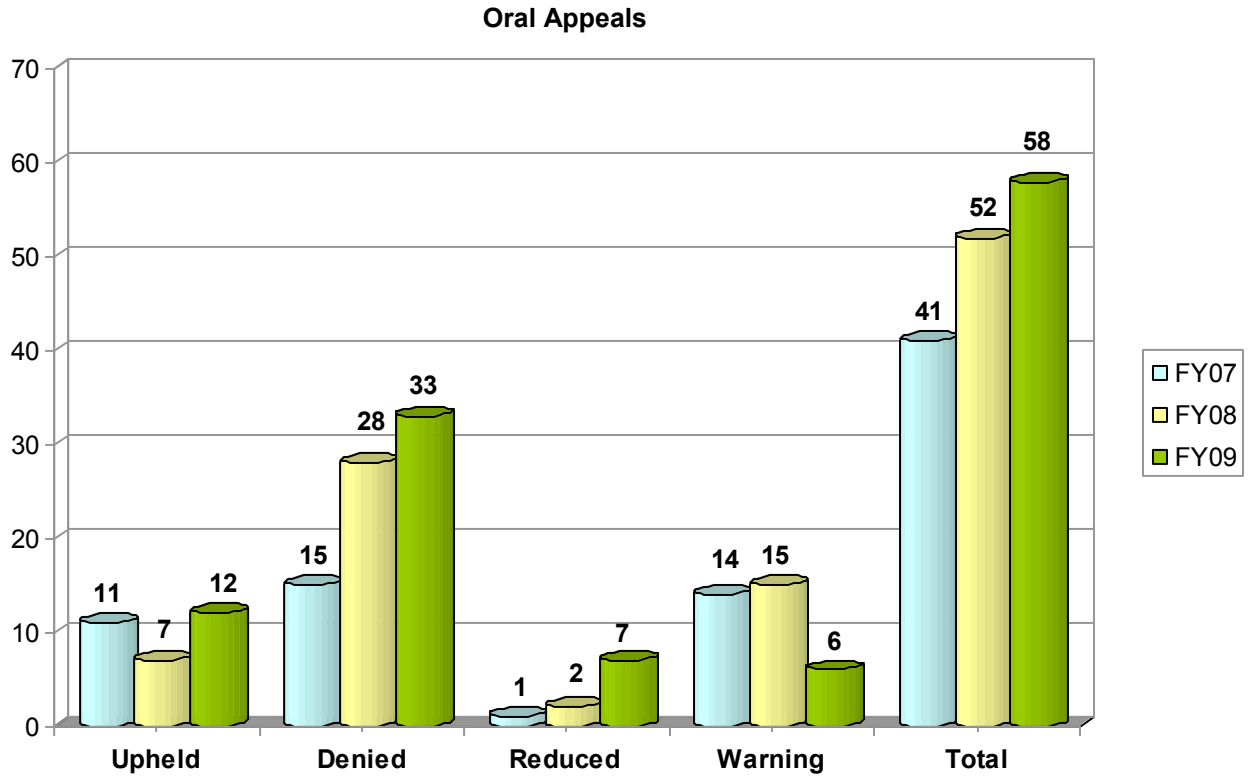


**Garland Avenue Parking Garage - 2009**



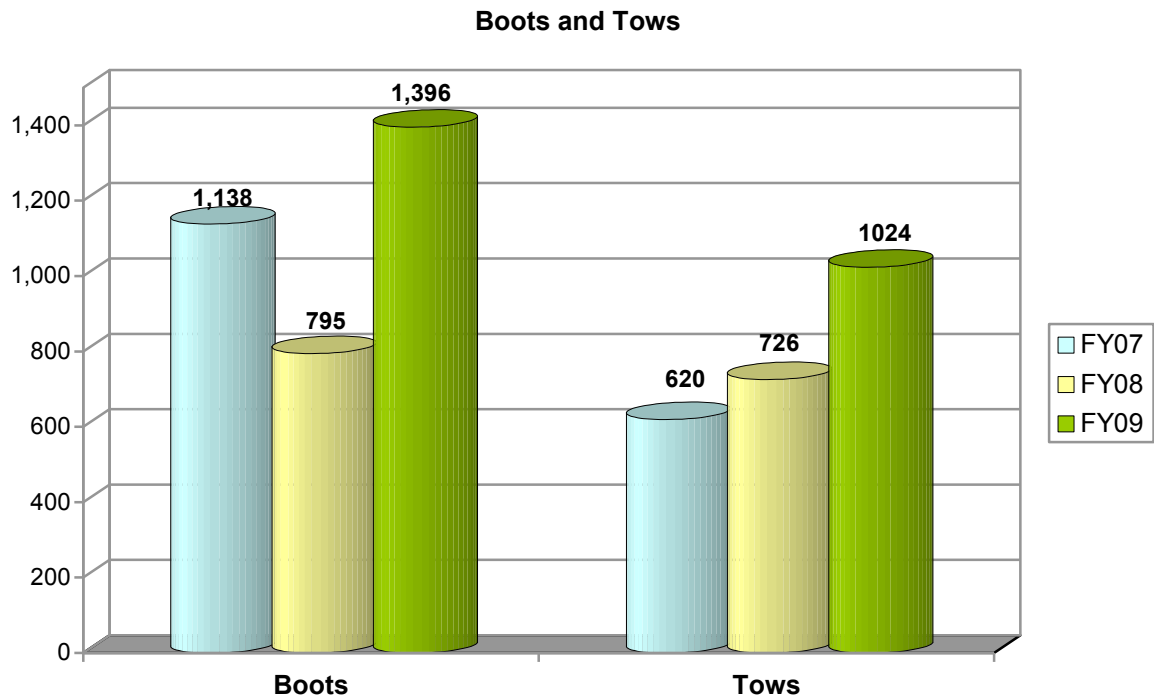
**Garland Avenue Parking Garage - 2009**

## V. Citation Appeals



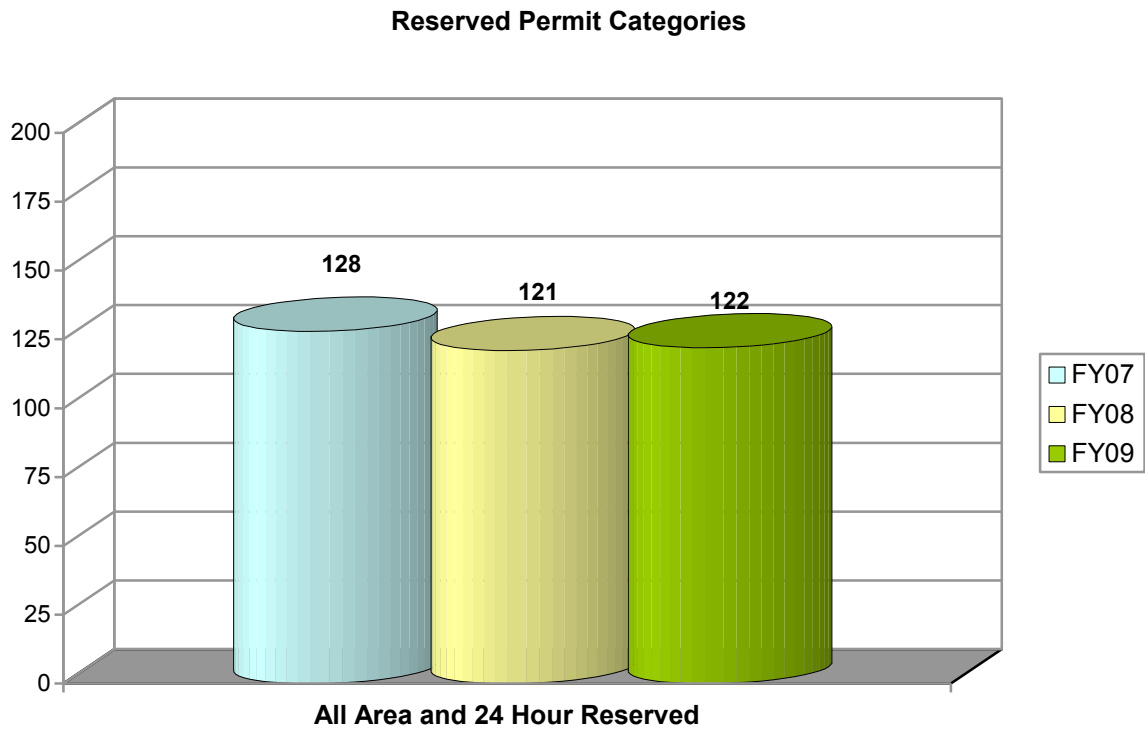


## VI. Boots and Tows

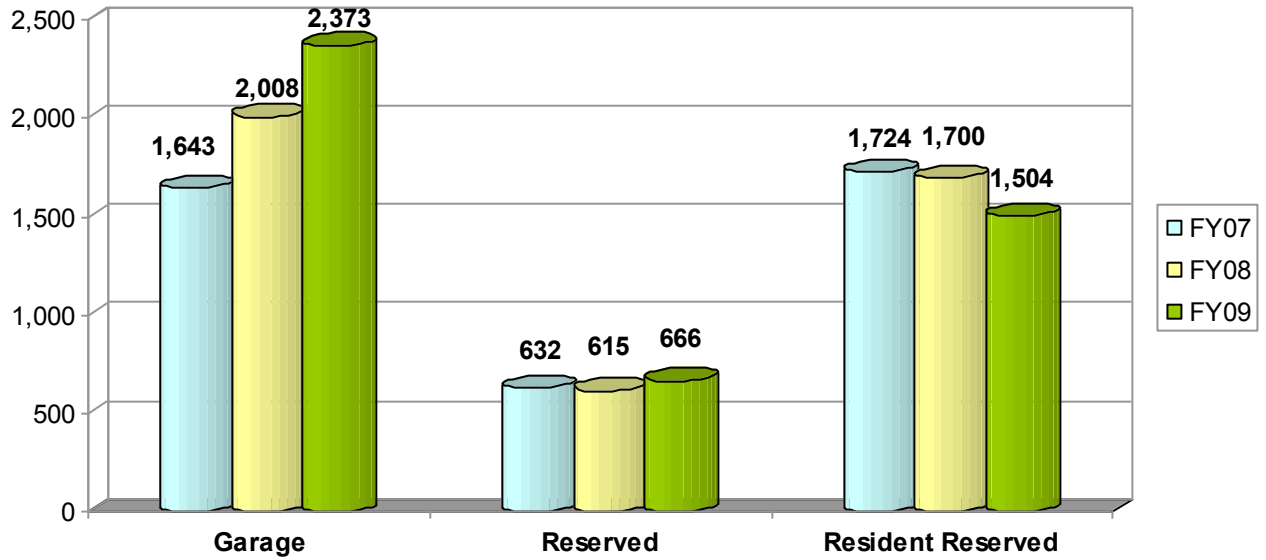


## VII. Permits

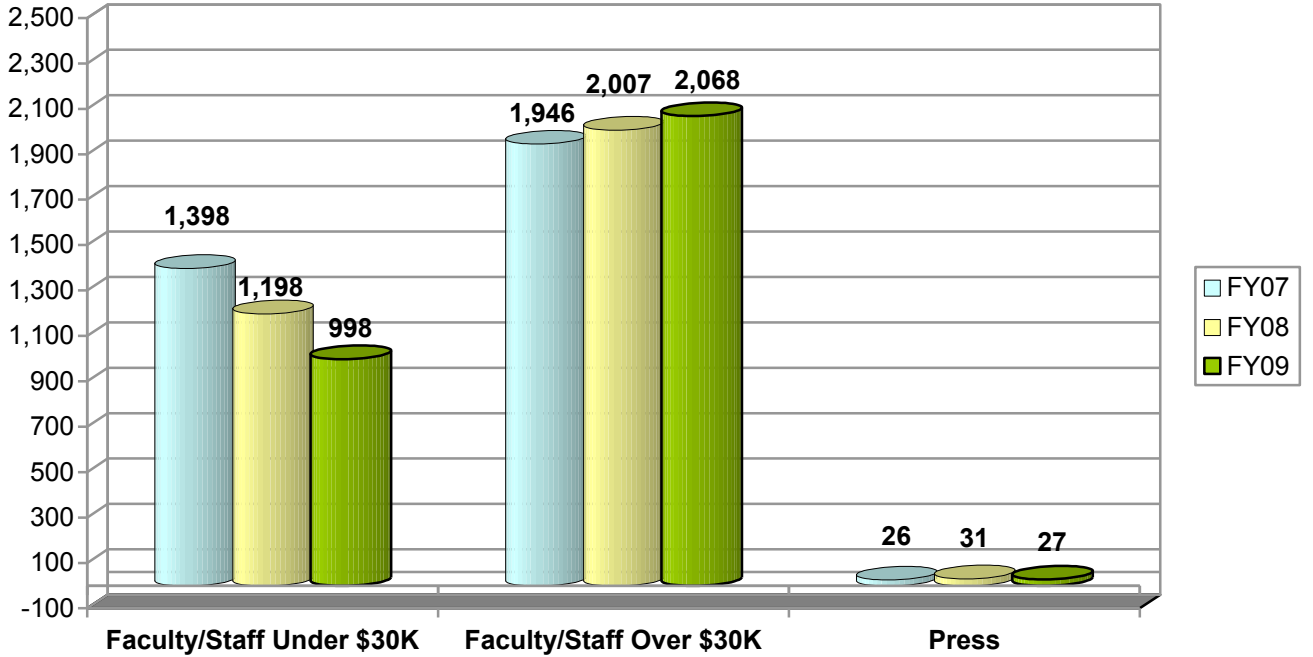
(FY08 permit counts are approximate due to mid-year software changeover.)



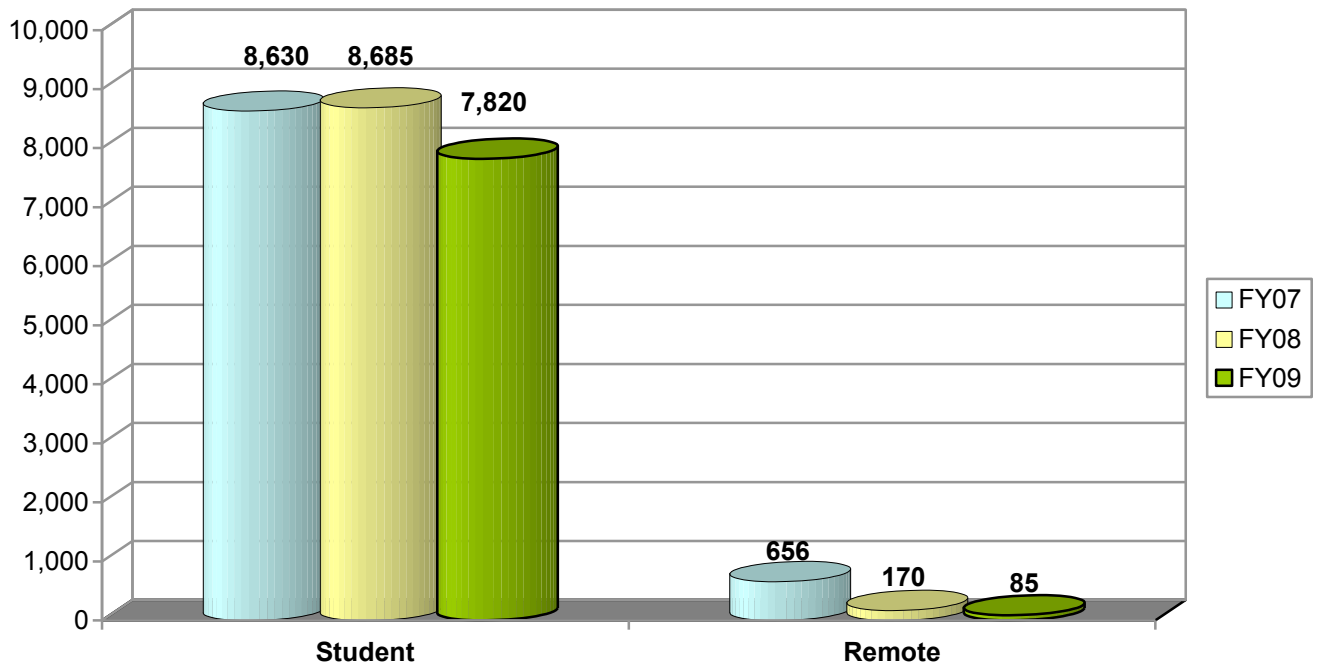
**Reserved Permit Categories**



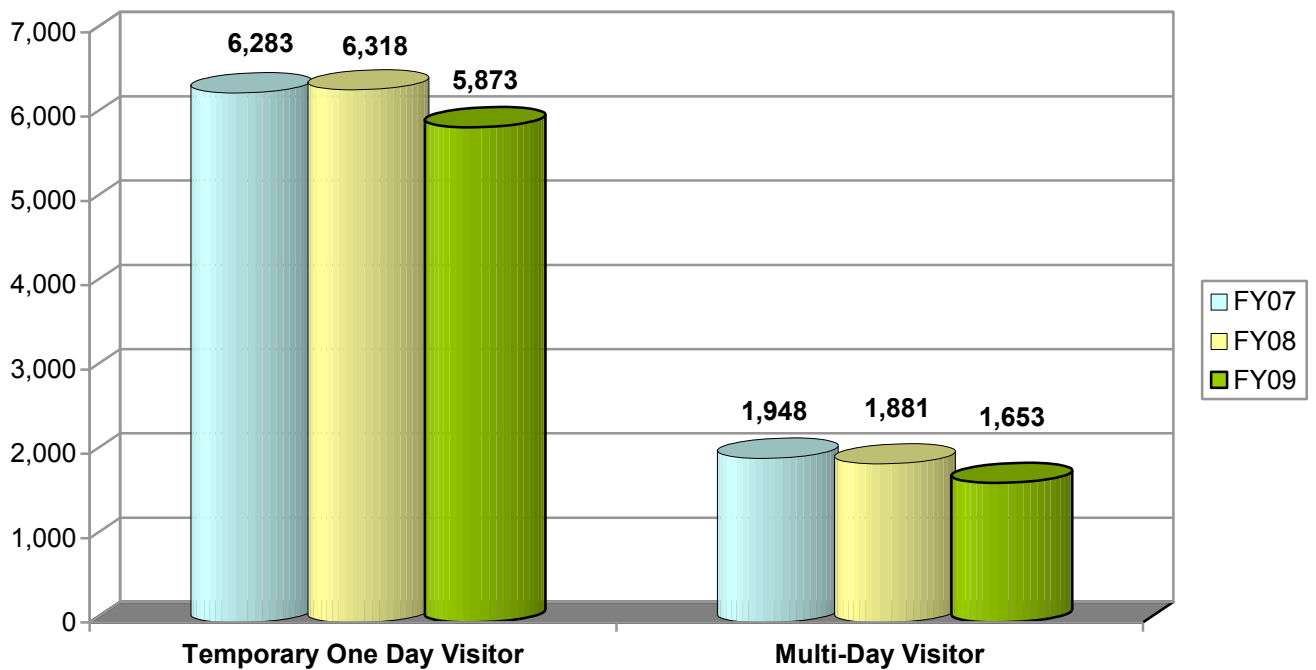
**Faculty/Staff Permit Categories**



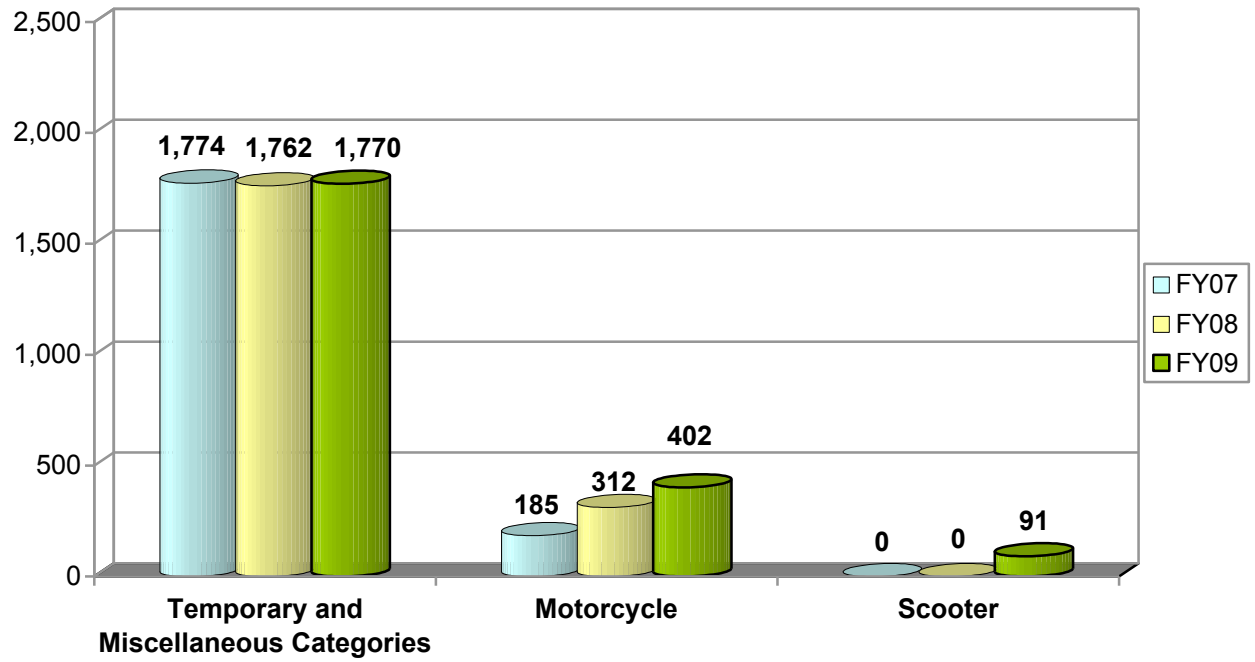
**Student Permit Categories**



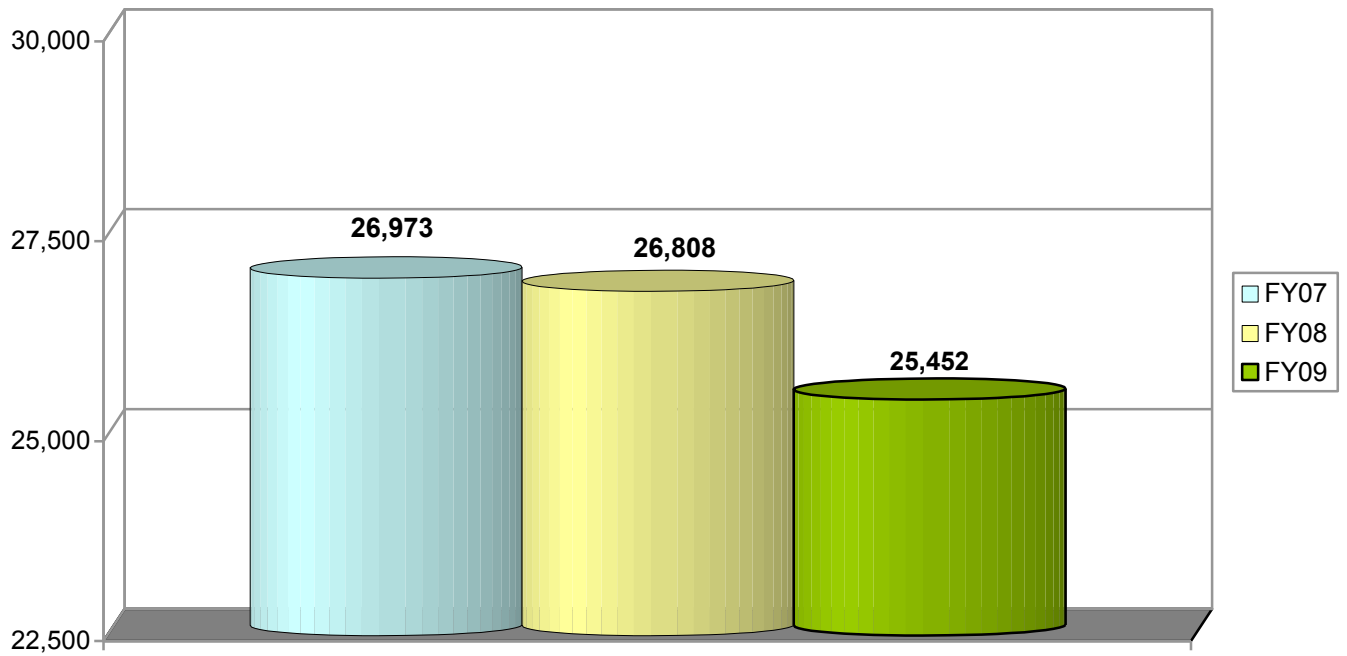
**Temporary Visitor and Multi-Day Visitor Permit**



**Permits – All Other Categories**

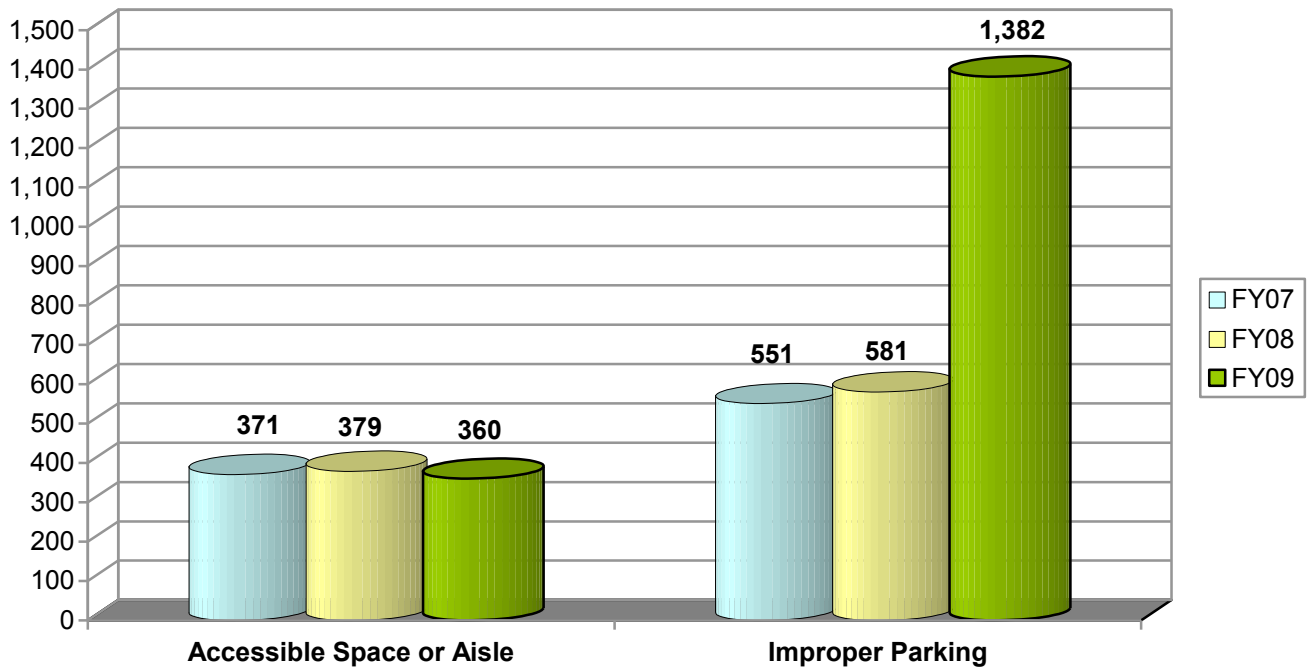


**Total Parking Pemits Issued**

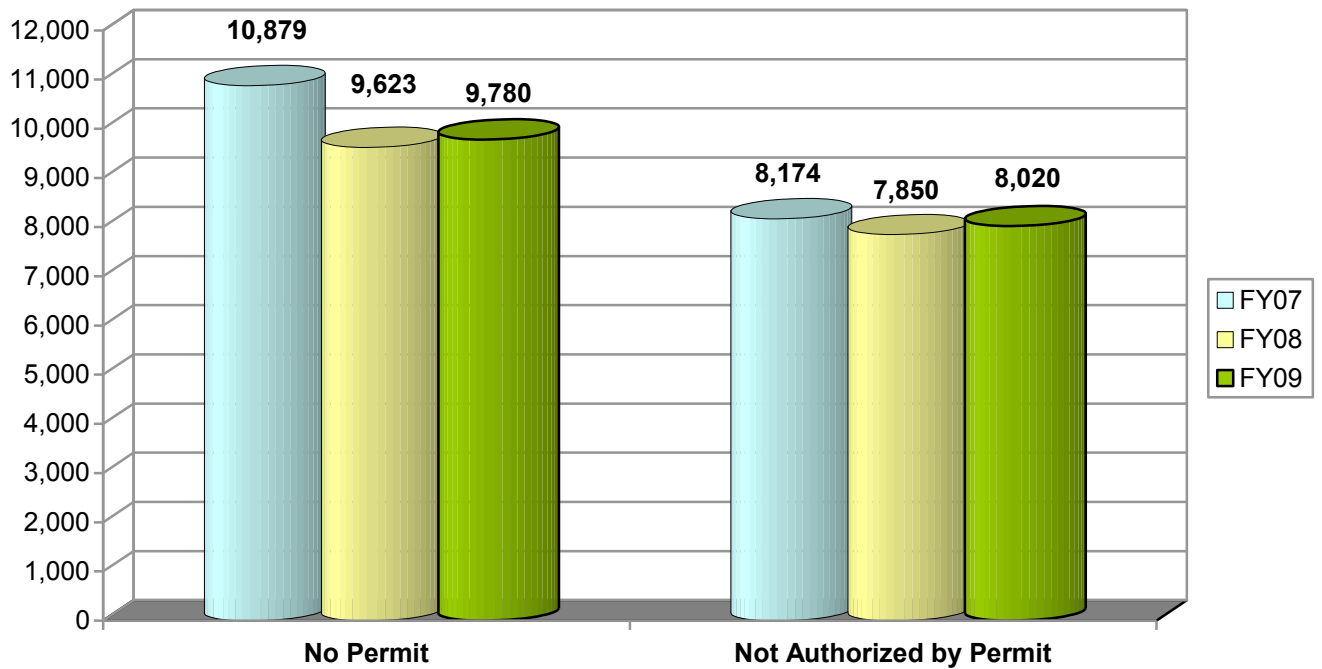


## VIII. Citations Issued and Administered

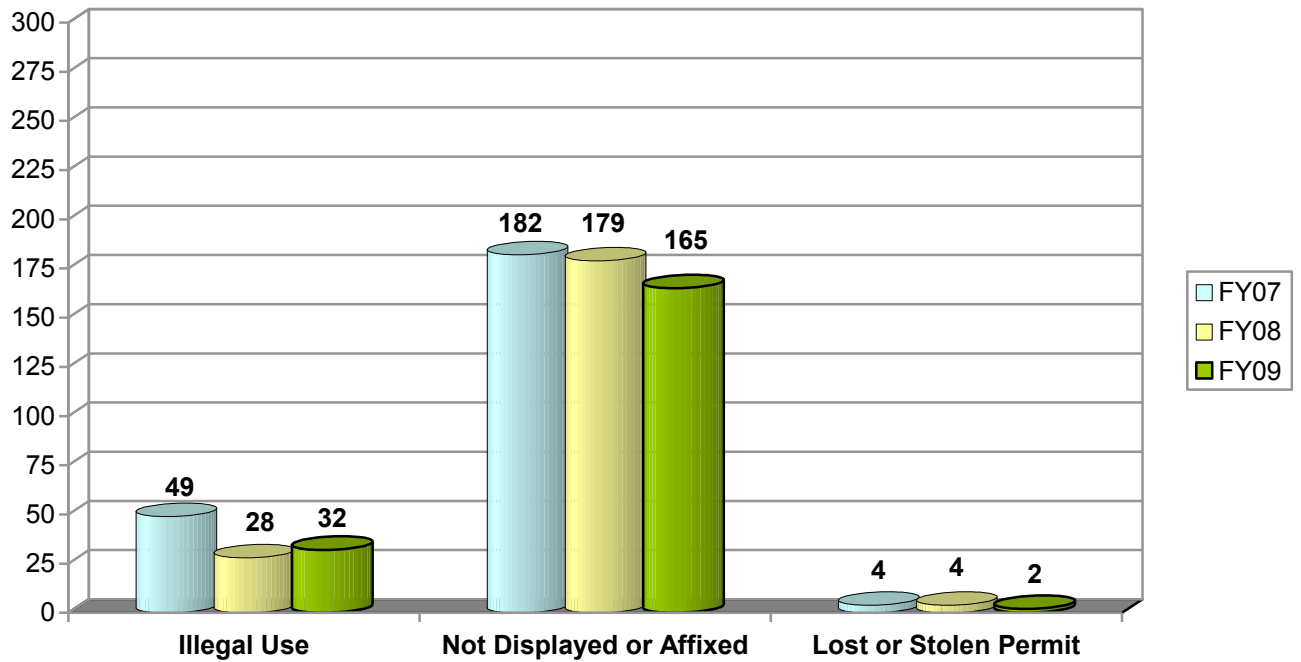
### Unauthorized Parking in or Blocking an Accessible Parking Space Improper Parking



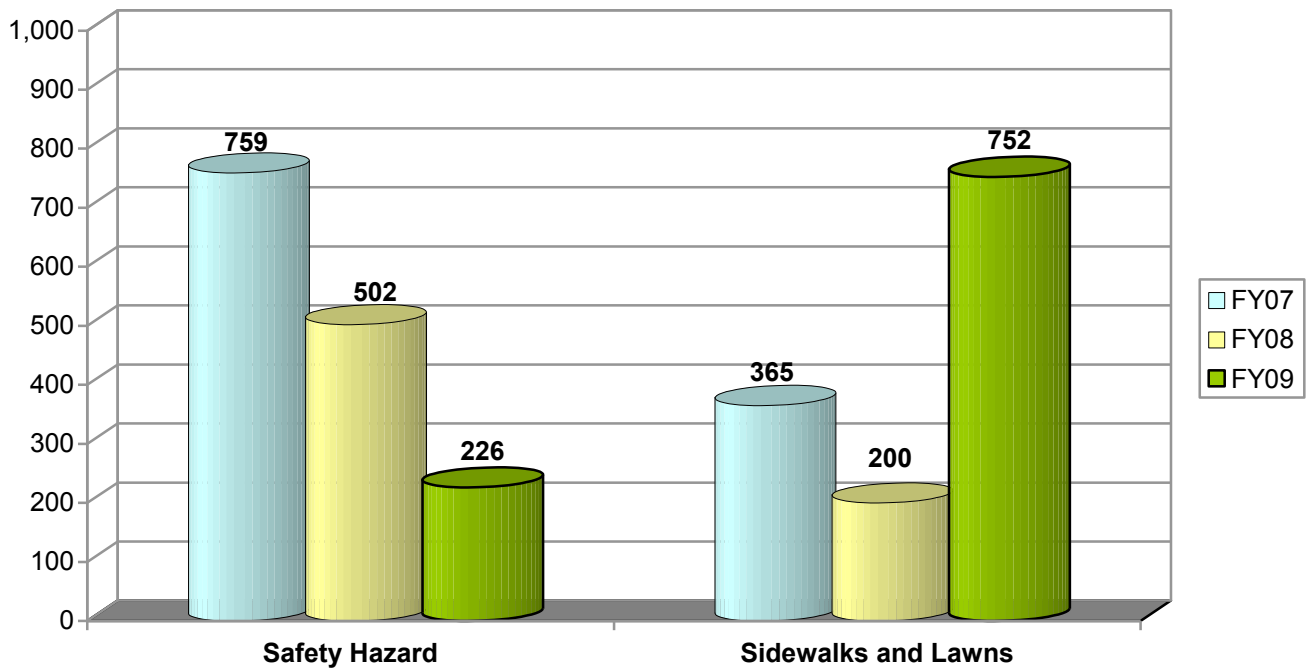
### Parking Permit Citations – No Permit, Not Authorized by Permit



### Parking Permit Citations

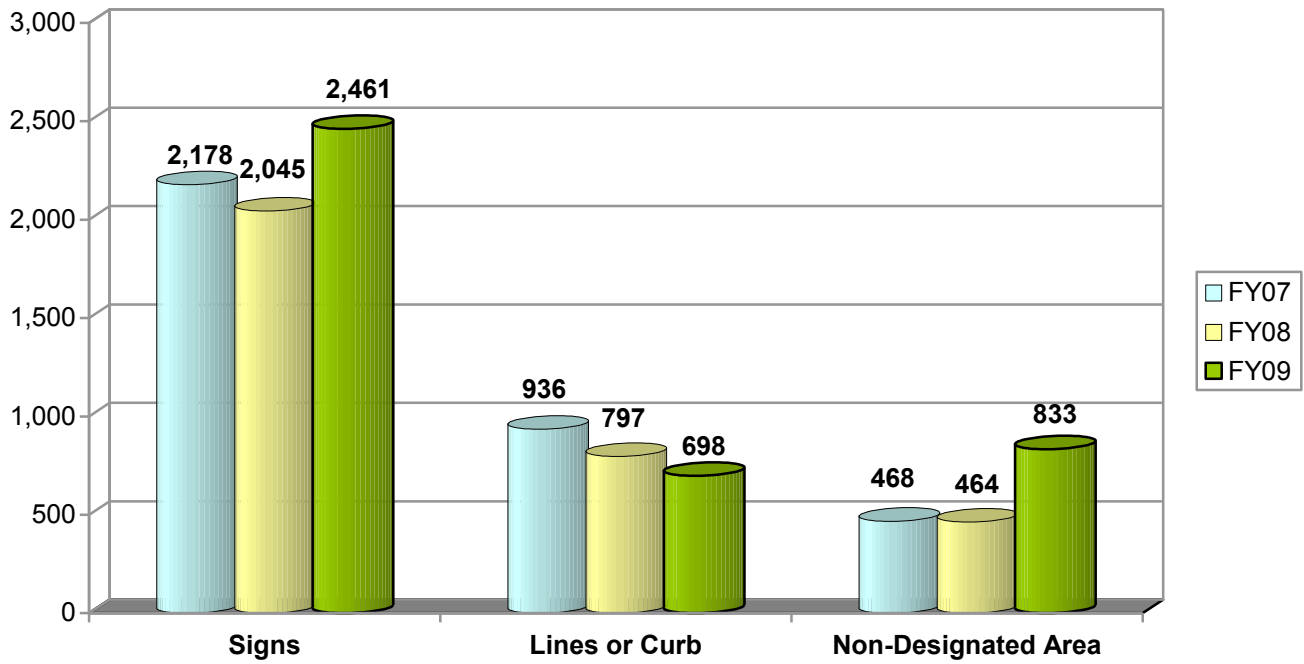


### Safety Hazard, Sidewalks and Lawn

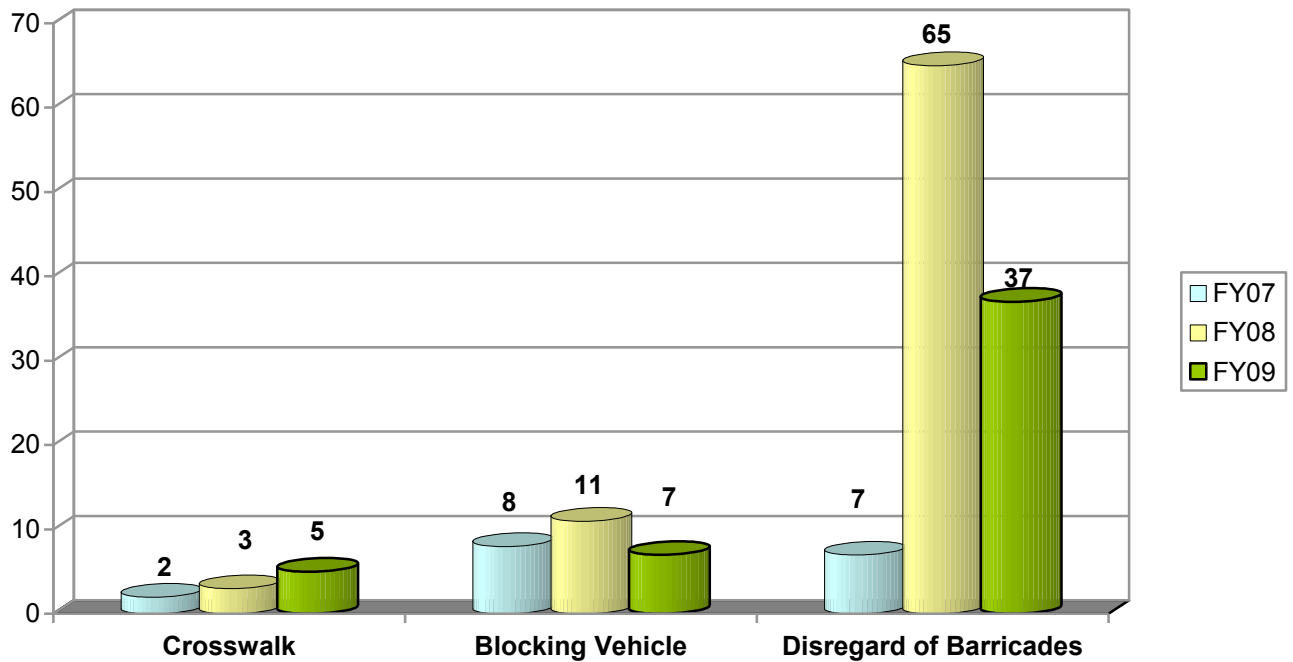


(FY09 Started Issuing Citations to Scooters)

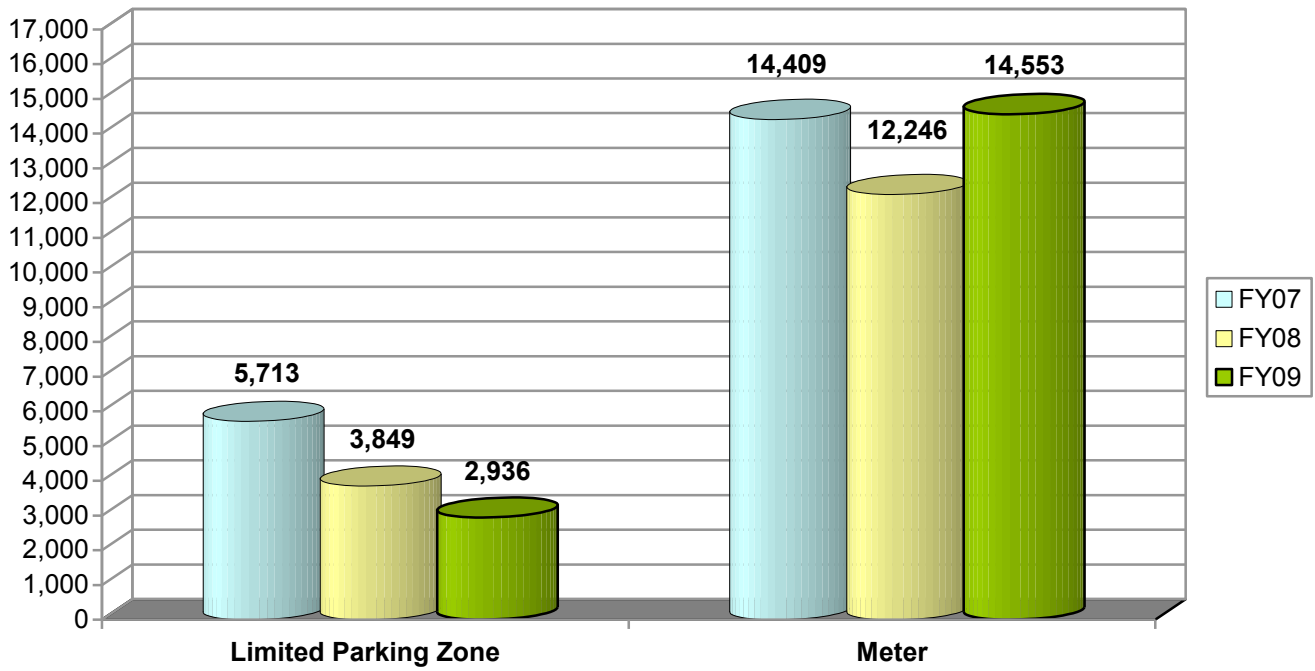
### Prohibited by Signs, Lines or Curb and Non-Designated Parking Area



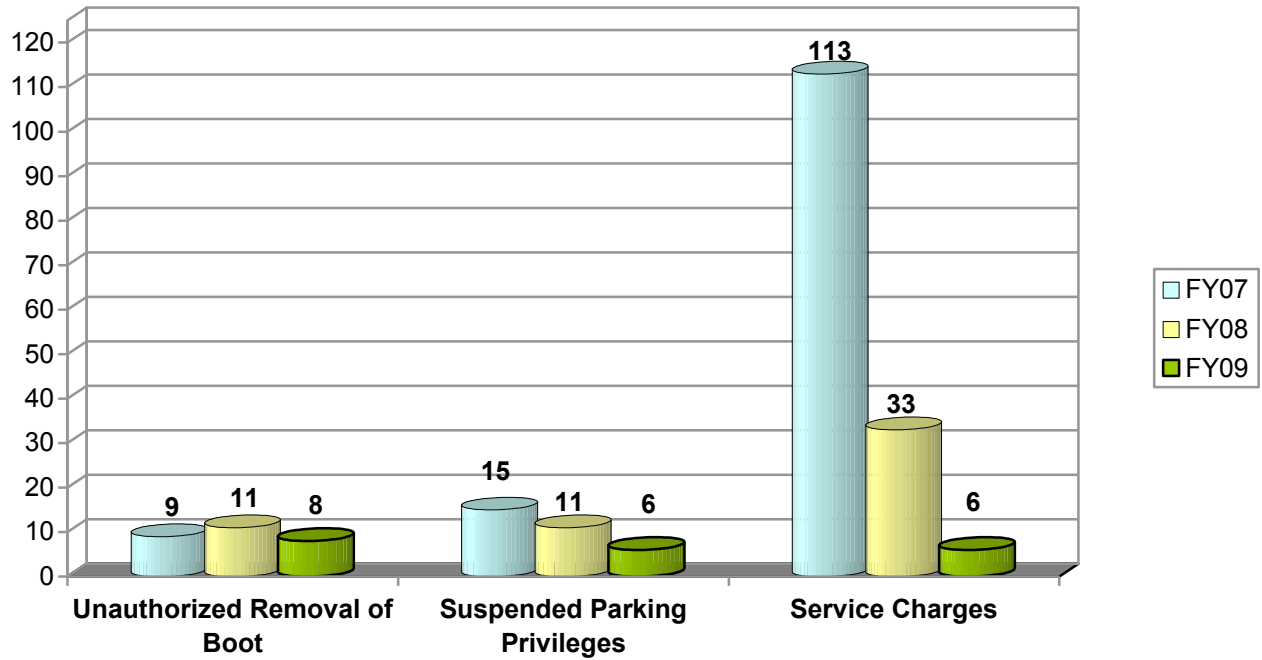
### Parking in a Crosswalk, Blocking a Vehicle, Disregard of Barricades



### Overtime Parking

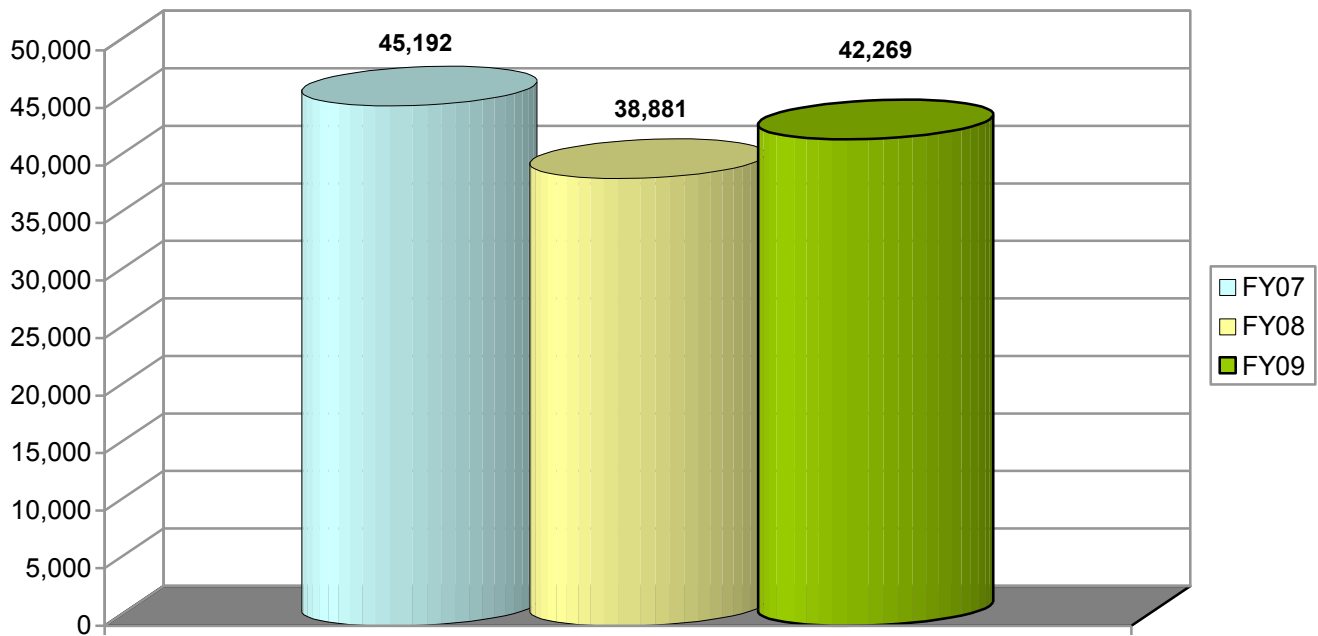


### Boots, Suspended Privileges and Service Charges

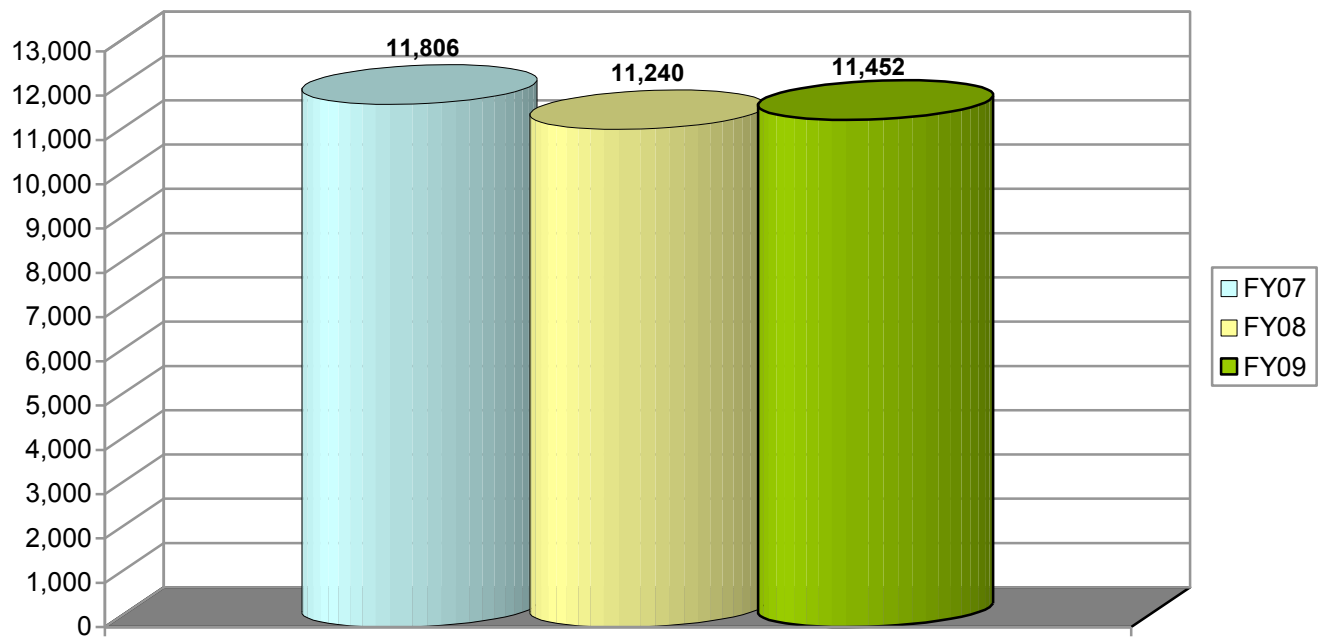




**Total Citations Issued**



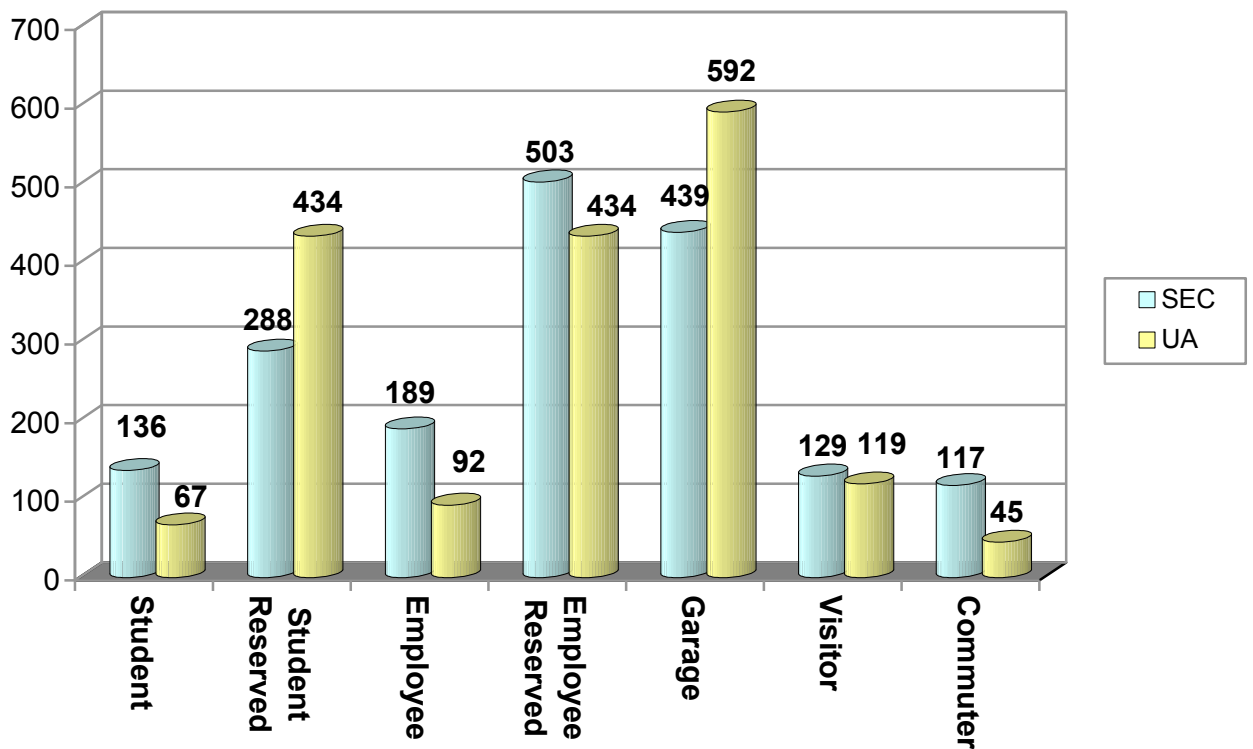
**IX. Total Parking Spaces**



## X. Permit Fees

Permit Type	FY07	FY08	FY09
<b>Reserved:</b>	<b>Amount</b>	<b>Amount</b>	<b>Amount</b>
Garland Garage Reserved 24 Hour	\$ 682.97	\$ 717.12	\$ 752.98
Garland Garage Reserved 7am-5pm	537.09	563.94	592.14
Harmon Garage Reserved 7am-5pm	537.09	563.94	592.14
Faculty/Staff 24 Hour	682.97	717.12	752.98
Faculty/Staff All Area	547.04	574.40	603.12
Faculty/Staff	394.03	413.73	434.42
Resident Student	394.03	413.73	434.42
<b>Disabled Person Reserved:</b>			
Faculty/Staff	394.03	413.73	434.42
Student	108.30	113.72	119.41
<b>Non-Reserved:</b>			
Visitor/Vendor	108.30	113.72	119.41
Faculty/Staff >\$30k	108.30	113.72	119.41
Faculty/Staff <\$30k	83.79	87.98	92.38
Student	60.78	63.82	67.01
Remote	40.89	42.93	45.07
Motorcycle	40.89	42.93	45.07
Scooter	5.53	5.81	6.10
Emeritus	Free	Free	Free
Garage Temporary (per day)	9.95	10.45	10.97
Temporary	4.42/day or 16.58/wk	4.65/day or 17.40/wk	4.88/day or 18.27/wk

## XI. FY08 SEC Parking Permit Fee Comparison (SEC Average vs. UA)

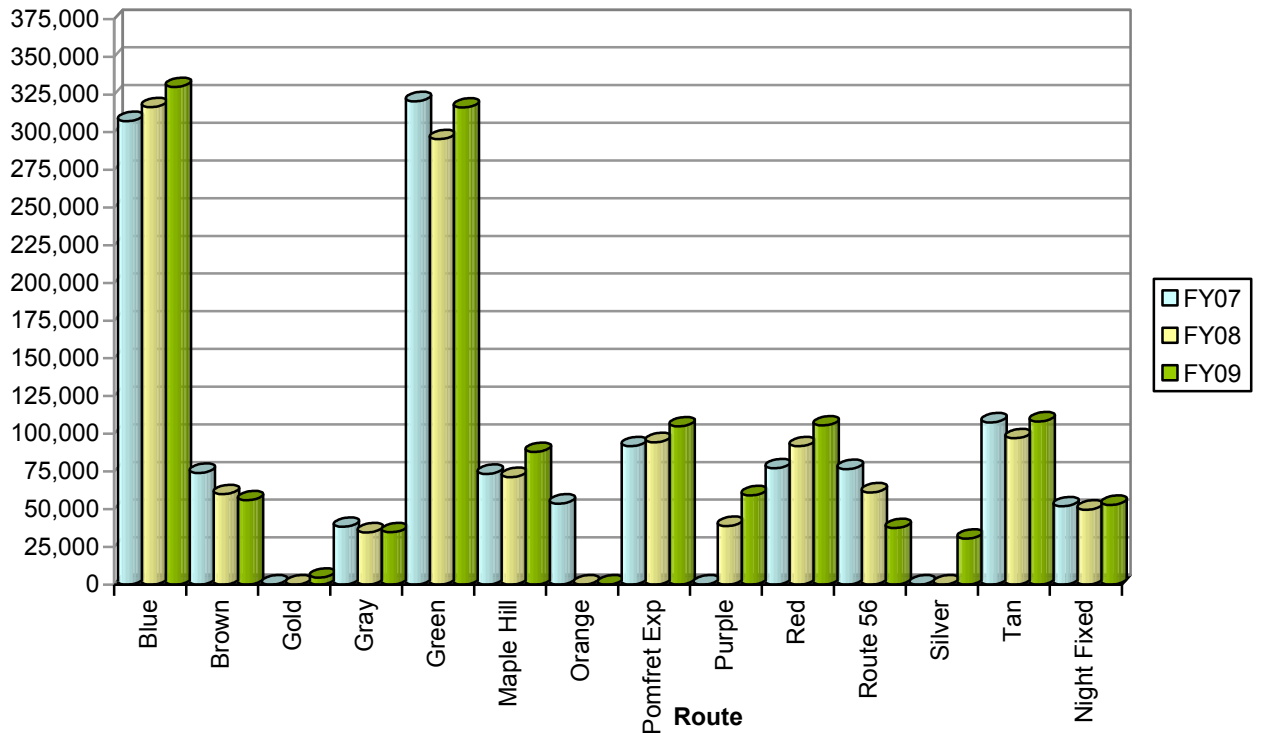


## XII. Parking Violations and Charges

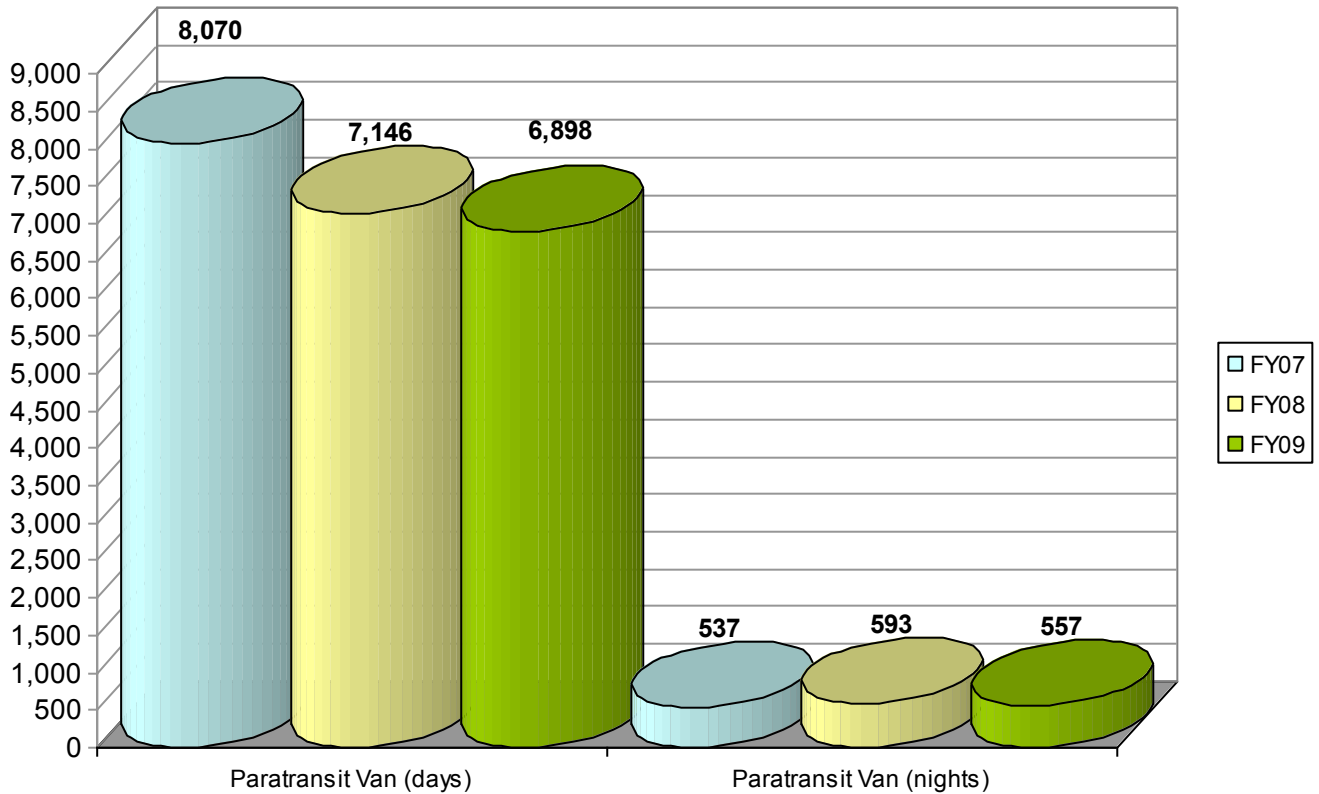
Parking Violation	Administrative Charges		
	FY07	FY08	FY09
Unauthorized parking in or blocking of a disabled person parking space or access aisle	\$100	\$100	\$100
Safety hazard (parking in a fire or traffic lane, blocking drive, blocking fire hydrant, or standing where prohibited)	50	50	50
Parking on UA property without a permit	40	40	40
Parking in a lot or space not authorized by permit	50	50	50
Parking or driving on grass, lawn area or sidewalks	30	30	30
Illegal use of permit (reproducing, altering, defacing, using a revoked, transferred or another person's permit)	50	100	100
Disregard of barricades	20	20	20
Parking where prohibited by sign	25	25	25
Parking where prohibited by yellow lines or curb	25	25	25
Parking in crosswalk	25	25	25
Parking over curb	20	20	20
Blocking a legally parked vehicle	25	25	25
Improper parking (disregard of stall lines, more than one foot from curb, or facing wrong direction)	20	20	20
Overtime parking in a limited parking zone	20	20	20
Parking permit not properly affixed or displayed	10	20	10
Meter violation	20	20	20
Parking in an area not designated as a parking area	20	20	20
Displaying a lost or stolen hangtag	100	100	100
Boot fee	30	30	30
Unauthorized removal or attempted removal of a boot	100	100	100
Parking on campus while parking privileges are suspended	100	100	100

### XIII. Razorback Transit Statistics

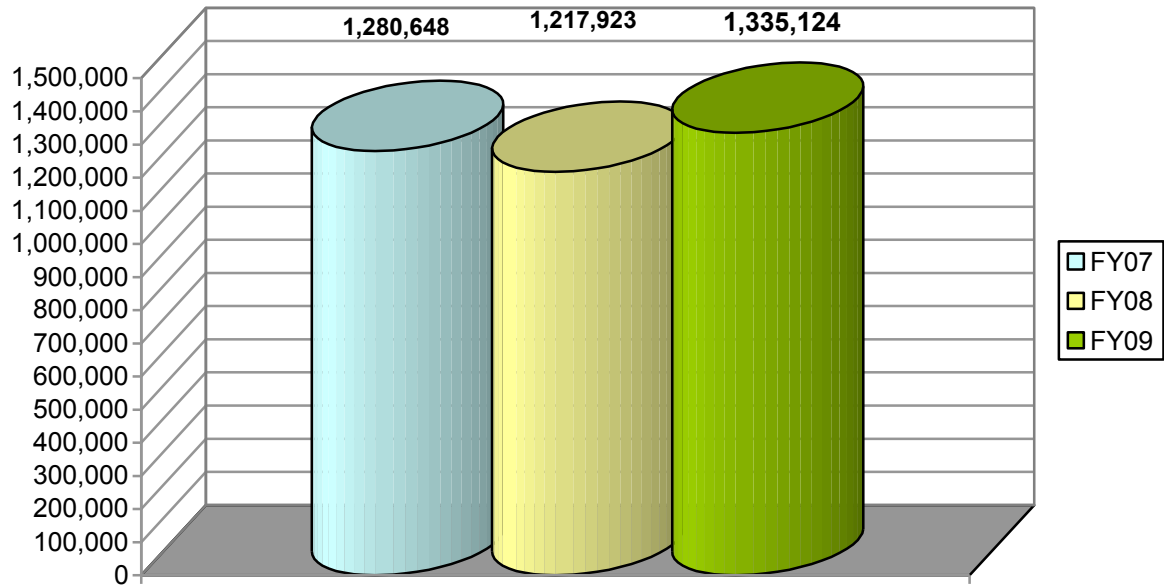
**Razorback Transit Passengers By Route**



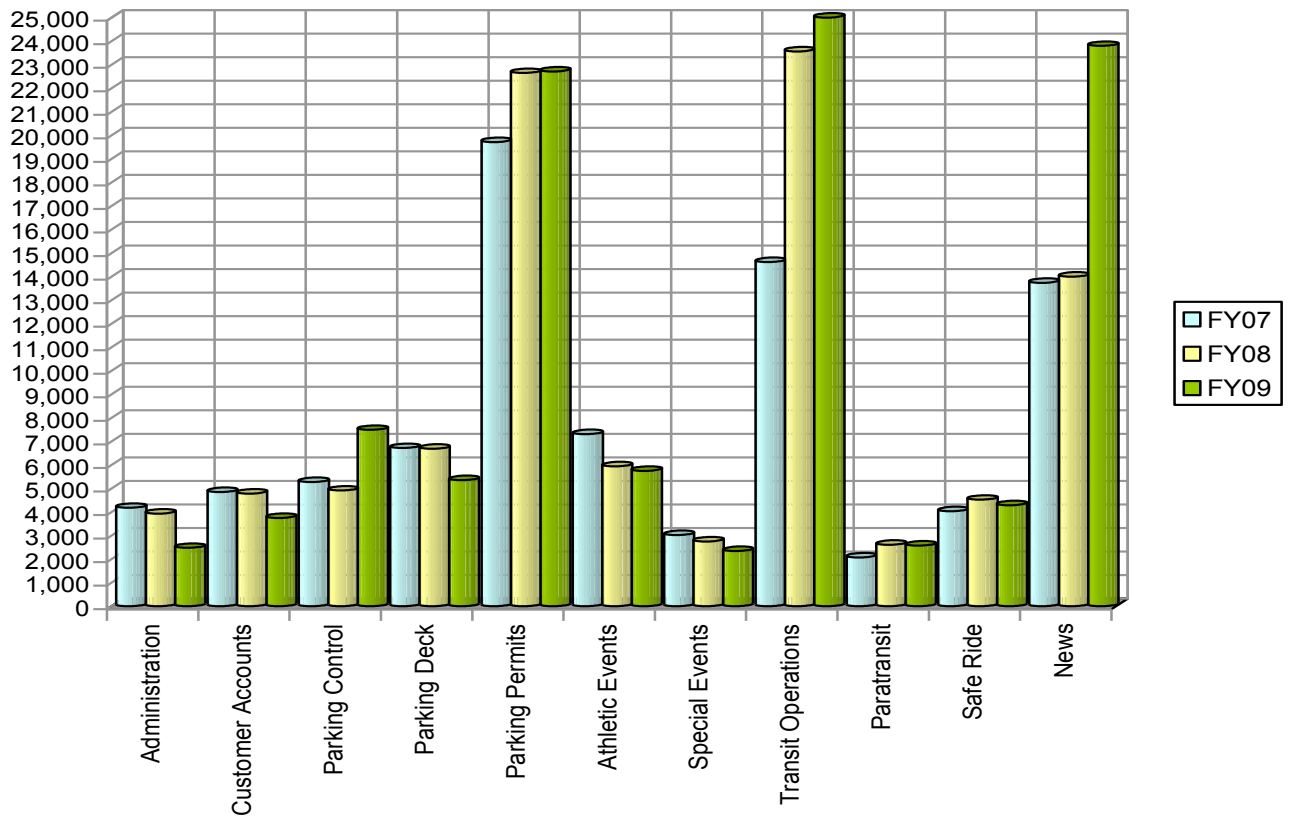
**Paratransit Service Passengers**



### Total Razorback Transit Passengers - All Routes

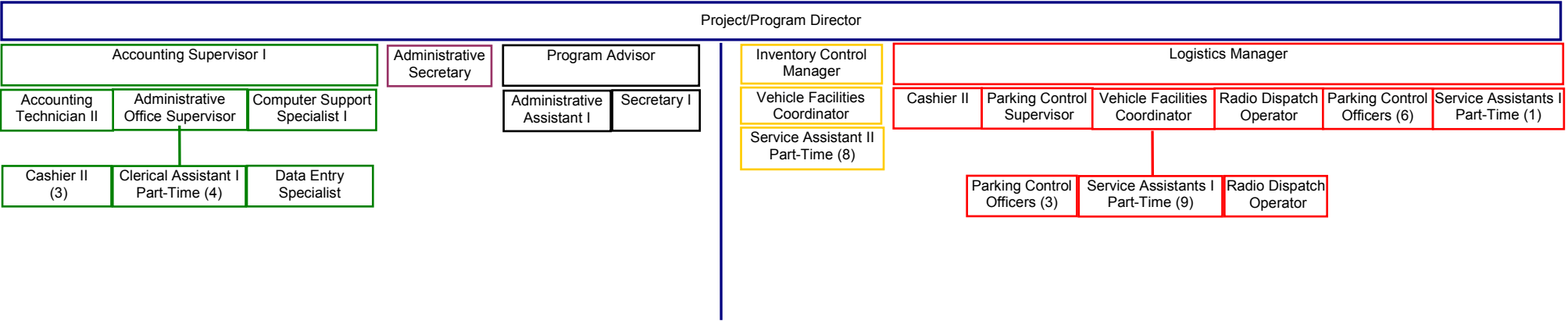


### XIV. Web Page Visits



XV. Staffing Chart

Parking Staff



Transit Staff

